CHAPTER 9
SECTION 5

DISCREPANCY REPORTING

1.0.   GENERAL

1.1.   Conflicting Data and Expected Corrective Action

In the process of eligibility checking, the contractor will receive answers from DEERS which are not consistent with the information on the claim or in the contractor data base. If the inconsistency involves a contractor discrepancy code of 01, 53 or 62, the contractor shall report it to the DEERS Support Office (DSO) monthly. This section discusses the situations to be reported, contractor development and reporting procedures, and responses which will be provided by DSO.

1.2.   Types of Conflicting Data

1.2.1.   If a query response from DEERS indicates the following "no match" conditions and the contractor is unable to resolve the problem, after performing research, the discrepancy condition will be reported to DSO, i.e.:

1.2.1.1.   Sponsor SSN not found on the data base.

1.2.1.2.   Sponsor SSN found but the name does not match the contractor sponsor name.

1.2.2.   If contractor data for codes 01, 53 and 62 disagree with the eligibility response given by DEERS, the specific cause of the difference will be coded and a discrepancy message will be sent to DSO. The specific "no match" condition will be identified by a "DEERS Discrepancy Code," (see Figure 9-A-2). If the contractor cannot resolve the "no match" condition, the "DEERS Discrepancy Code" will be passed on to DSO in the field called "Contractor Data Discrepancy Code," (see Figure 9-A-4 and Figure 9-A-5). If the contractor disagrees with the DEERS eligibility response, the claim should be denied. The contractor must always thoroughly research problems before forwarding them to DSO.

2.0.   CONTRACTOR RESEARCH PROCEDURES/REQUIREMENTS

The contractor will perform the following research actions when the following problems/conditions are reported:

2.1.   Sponsor SSN Mismatch

2.1.1.   Compare the SSN sent to DEERS to the SSN on the claim.

2.1.2.   If the numbers are different, resubmit with the correct SSN.

2.1.3.   If the numbers are the same, the discrepancy reporting formats in Figure 9-A-16 through Figure 9-A-25 apply.

2.2.   Any Sponsor Name Mismatch

2.2.1.   Compare the SSN sent to the SSN on the claim.

2.2.2.   If the numbers are different, resubmit with the correct SSN.

2.2.3.   If the numbers are the same, compare the name on DEERS to the name on the claim.

2.2.4.   If the last name is "Research," do not send a discrepancy record nor notify the beneficiary of the name difference. DEERS codes "Research" in the last name field, when they are researching the record. Process the claim using the name on the claim.

2.2.5.   If the names are similar, but the contractor can verify the claim has the correct spelling, or the names are different for the same SSN, the discrepancy reporting formats in Figure 9-A-16 through Figure 9-A-25 apply.

2.3.   Any Patient Date of Birth (DOB) Mismatch

2.3.1.   Compare the DOB on the claim to the date of birth on DEERS.

2.3.2.   If the patient can be found on the DEERS family screen, the DOB is similar (for example, only the month, day or year field is different, or there is a transposition of date fields), and the actual DOB cannot be verified, resubmit the query using the DEERS DOB. If the patient name matches the DEERS family member name, the patient relationship matches the DEERS DDS categories generally (e.g., patient relationship is child or stepchild and DEERS DDS code is within the child category of 01-19), and the patient sex matches the DEERS dependent sex, the DEERS DOB shall be downloaded. If either the name, patient relationship, or sex does not match, the claim shall be developed. (Carefully examine any case in which DEERS shows the beneficiary is approaching an age restriction point, but the claim does not.)

2.3.3.   If the patient can be found on the DEERS family screen, the DOB is similar, but the contractor can verify the DOB, the contractor shall query DEERS with the DEERS date for eligibility but process the claim with the contractor verified date. On critical birthdays such as 21, 23, and 65, the contractor can deny the claim when there is proof of ineligibility even though DEERS shows eligibility.

2.3.4.   If the DEERS DOB is all zeros, submit a discrepancy record to DEERS.

2.3.5.   If the patient cannot be found on the DEERS family screen, deny the claim.

2.4.   Multiple Dates of Birth on DEERS

2.4.1.   A valid DEERS Dependent Suffix (DDS) is not critical in sending a query to DEERS unless there are multiple DOB matches. In this case, the DDS will be used to determine the individual for whom eligibility is to be checked. If a pseudo DDS (value '75') is

used, or the DDS on the query does not match any of the people with DOB matches, all data pertaining to those individuals who have DOB matches will be returned to the contractor. See also Section 4, paragraph 2.2.3.

2.4.2. If the patient appears to be a twin and is found on DEERS, select the appropriate DDS and requery using the specific DDS. Patient DDS shall always be downloaded from DEERS.

2.5.   Patient DDS and Sex

Patient DDS shall always be downloaded from DEERS. Patient sex shall be downloaded if the patient DOB, patient relationship to DDS, and patient name was matched on DEERS. The only exception is where DEERS lists the family member sex as "Unknown." In this situation, the sex from the claim shall be loaded into the contractor's system. Other fields, such as name and date of birth may be downloaded without development, as though the "Unknown" were the same as the patient sex listed on the claim. If the sex is not listed on the claim, the claim shall be developed.

2.6.   Response from DEERS Indicating Ineligibility

If the response states the patient is/was ineligible, follow the procedures outlined in DEERS Response Processing.

3.0.   EDITING THE DISCREPANCY RECORDS TO DSO

3.1.   General Information

3.1.1. The DEERS Support Office (DSO) has an editing routine to its discrepancy record processing. This editing could result in DSO rejecting individual records or batches of records.

3.1.2. DSO will be editing each tape and each record on the tape. If a record in a batch or an entire batch is in error, DSO will respond with a record (or a group of records) that provides the data submitted by the contractor plus the reason for the reject.

3.2.   Contractor Tape to DSO

3.2.1.   Data Records File Structure

3.2.1.1. One Contractor Transmittal Record (Figure 9-A-16)

3.2.1.2. One Contractor Batch Header Record (Figure 9-A-17)

3.2.1.3. Up to 500 Contractor Discrepancy Records (Figure 9-A-18)

3.2.1.4. One Contractor Batch Trailer Record (Figure 9-A-19)

3.2.2.   Tape Specifications

3.2.2.1. 9 track, 6250 BPI

3.2.2.2.   EBCDIC

3.2.2.3.   Standard IBM Label (VOL SER)

3.2.2.4.   Record Length - 250 bytes

3.2.2.5.   Blocking Factor - l6

3.2.2.6.   Block Size - 4000 bytes

3.2.3.   Each tape can contain an unlimited number of batches; however, the first record on the tape must be the Transmittal Record.

3.2.4.   The contractor shall send the tape so it is received by the EDS Tape Library, 13600 EDS Drive, Herndon, VA 22071, by the 10th calendar day of the month following the month reported (or the first workday immediately following the 10th of the month). The tape shall include a self adhesive 'VOL SER' tape label provided by DEERS.

3.2.5.   The contractor shall send 88Rs to the DEERS Support Office, 2511 Garden Road, Suite 260A, Monterey, CA. 93940. The tape shall include a self adhesive 'VOL SER' tape label provided by DEERS.

3.2.6.   The contractor shall prepare a hard copy transmittal for each tape that includes the number of batches being sent, the number of discrepancy records and the total number of records on the tape. This is to be sent to the DEERS Support Office, Attention: FIDRS Systems Manager.

3.2.7.   The tape will be processed through the edit and update portion within ten (10) working days of receipt. The original tape submitted by the contractor will be returned to the contractor via regular mail within five (5) working days after DSO has processed the tape.

3.3.   DSO Tape to Contractor

3.3.1.   Each tape from DSO to the contractor will contain up to two files.

3.3.1.1.   The first file will contain DSO resolutions to accepted discrepancy records.

3.3.1.2.   The second file will contain rejected records for both individual records that did not pass the edits or entire batches which were rejected.

3.3.2.   Each file will contain a transmittal header record (Figure 9-A-20). The "transmittal type" field will indicate the type of data that is included in the file.

3.3.3.   Each batch will contain one Batch Header Record, up to 500 Response or Reject Records and one Batch Trailer Record.

3.3.4.   DSO Response Records

3.3.4.1.   A different record (response or reject data record) will be included on the tape depending on the action taken by DSO.

3.3.4.2. If DSO was able to resolve the discrepancy, the record will be a DSO response record that reflects the resolution (Figure 9-A-22).

3.3.4.3. If the Contractor's Data Discrepancy Record was rejected by DSO, the DSO record will reflect the error found on the contractor's record (Figure 9-A-23).

3.3.4.4. If the entire batch was rejected by DSO, the DSO batch header record, bytes 24 through 27, will reflect the reason the batch was rejected (Figure 9-A-24).

3.3.4.5. Each batch will contain only one type of data record. DSO will not combine response records and reject records in the same batch. It is possible, even likely, that DSO response records and DSO rejected records and batches will be on the same tape, but in different files.

3.3.5. File Structure on the Tape from DSO

3.3.5.1. One DSO Transmittal Record (for good responses)

3.3.5.2. One DSO Batch Header Record

3.3.5.3. Up to 500 Response Records

3.3.5.4. One DSO Batch Trailer Record

3.3.5.5. EOF indicator (for good responses)

3.3.5.6. DSO Transmittal Record (for rejected records)

3.3.5.7. One DSO Batch Header Record

3.3.5.8. Up to 500 DSO Reject Records

3.3.5.9. DSO Batch Trailer Record

3.3.5.10. EOF indicator (for rejected records)

3.3.6. Tape Specifications

3.3.6.1. 9 track, 6250 BPI

3.3.6.2. EBCDIC

3.3.6.3. Standard IBM label (VOL SER)

3.3.6.4. Record length - 304 bytes

3.3.6.5. Blocking factor - l6

3.3.6.6. Block size - 4864 bytes

3.3.7.   DSO will attach a hard copy with each tape that includes the number of batches with good responses, the number of DSO response records, the number of records on the good response file, the number of batches with rejected records, the number of rejected records, the number of rejected batches, and the number of records on the rejected batch file.

3.3.8.   DSO will send the contractor one tape per month. It will include rejected records from the current month and DSO Response Records for discrepancies resolved by DSO up to the time the tape was created. Under normal operating conditions, DSO will edit the tape(s) received from the contractor within 10 working days.

3.3.9.   Any errors generated during the processing of the input tape will be loaded onto a DSO tape and mailed to the contractor via an overnight delivery service within ten (10) working days of receipt of the input tape. The contractor should process this tape as quickly as possible and return the tape to the DEERS Support Office, 2511 Garden Road, Suite 260A, Monterey, CA. 93940, as a scratch tape.

3.3.10.   When a response file is generated by DSO, it will be loaded onto a DSO tape and sent to the contractor via an overnight delivery service. This tape is to be processed as quickly as possible and the tape is to be returned to the DEERS Support Office, 2511 Garden Road, Suite 260A, Monterey, CA 93940.

3.3.11.   Please note that any portion of the tape that does not contain Discrepancy Reporting response records will be overwritten with an EDS security data set. This data set is to be ignored.

3.4.   DSO Editing Procedures

3.4.1.   DSO will edit all four types of records, to ensure all the records are sent and to ensure all the fields are valid.

3.4.2.   DSO will also edit to ensure the fields are consistent within a single record.

3.4.3.   Addendum C contains detailed information on the edits performed by DSO.

3.5.   Contractor Action Requirements

3.5.1.   The contractor shall correct and resubmit all rejected records or rejected batches on the next month's tape to DSO.

3.5.2.   Within 45 days of receipt of good responses from DSO, the contractor shall follow the procedures outlined in Figure 9-A-8 (Contractor Action Required on DSO Resolution Codes).

3.6.   DSO Action

3.6.1.   DSO will work the contractor discrepancies in the following priority sequence: Code 01; Codes 52 and 63.

3.6.2.   DSO will return a response to all accepted discrepancy records within 90 days of acceptance of the record.

3.6.3.   If the case involves possible payment errors, i.e., an additional payment or recoupment action is required by the contractor, and resolution occurs after the 90-day cutoff, DSO will use manual procedures to notify the contractor.

4.0.   CONTRACTOR REPORTING PROCEDURES

Each contractor must ensure that a discrepancy on any individual is reported to DSO only once in a 120-day period, giving DSO a chance to research and resolve the problem. Responses indicating ineligibility may be sent more than once in a 120-day period, but only if the treatment periods are different.